

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
Provision of Directory Listing Information)	CC Docket No. 99-273
under the Communications Act of 1934, as)	
Amended)	

**COMMENTS OF THE
VERIZON TELEPHONE COMPANIES¹**

The Commission should deny InfoNXX's Petition for Clarification or, in the Alternative, Reconsideration.² The Commission's Order is clear, and the relief InfoNXX requests is unnecessary.

The Commission already has determined at least twice before that "the sharing of customers' unlisted numbers . . . [is] not necessary to create a level playing field for the provision of directory assistance."³ The Commission also has determined that, while emergency contact with customers with unlisted numbers is important, parties can arrange for such contact in interconnection agreements without requiring disclosure of unlisted numbers. *Order on Reconsideration* ¶ 11 and n.45, citing *SLI/DA Order on Reconsideration and Notice*, ¶ 168.

¹ The Verizon telephone companies ("Verizon") are the companies affiliated with Verizon Communications Inc. that are listed in Attachment A to these Comments.

² Petition for Clarification or, in the Alternative, Reconsideration of InfoNXX, Inc., *Provision of Directory Listing Information under the Communications Act of 1934, as Amended*, CC Docket No. 99-273 (filed Sept. 16, 2005) ("InfoNXX Petition").

³ *Provision of Directory Listing Information under the Communications Act of 1934, as Amended*, 20 FCC Rcd 9334, ¶ 11 and n.45 (2005) ("Order on Reconsideration"), citing *Provision of Directory Listing Information under the Communications Act of 1934, as Amended*, 14 FCC Rcd 15550, ¶ 168 (1999) ("SLI/DA Order on Reconsideration and Notice"); 47 C.F.R. § 51.217(c)(3)(iv).

InfoNXX has not provided any new information or arguments that would merit reconsideration or clarification by the Commission.

Moreover, InfoNXX's request is unnecessary. As Verizon has already explained, its own directory assistance operators see the name, address, and "NP" (for non-published) on their screens when the customer whose number has been requested has an unlisted number. Competitive directory assistance providers receive the same information and, in addition, receive the NPA-NXX (without the last four digits) of the customer's number. This allows the competitive directory assistance provider to identify a listing as non-published, rather than not found.⁴ Verizon, therefore, provides nondiscriminatory access to non-published subscriber information.

In addition, as Verizon has also explained, Verizon offers an emergency contact service to CLECs. Verizon's emergency notification service is provided as a courtesy to non-published customers and is not a directory assistance offering. Verizon's operators cannot view or access non-published numbers. If an operator answering a "zero" dialed call or a directory assistance call receives an emergency request to notify a non-published customer, he/she refers the call to the appropriate supervisory and administrative personnel. The supervisor or administrator will evaluate whether the request is related to an emergency situation, and if appropriate, will contact the non-published customer and provide the name and number of the caller seeking to contact the customer.

The non-published customer may then decide whether to contact the caller. Non-published customers who do not wish to receive notice of such "emergency" calls from persons

⁴ See Letter from Ann Berkowitz, Verizon, to Marlene Dortch, FCC, *Provision of Directory Listing Information under the Communications Act of 1934, as Amended*, CC Docket No. 99-273, attachment at 2 (filed May, 6, 2004).

who do not have their number may specify that Verizon not contact them. Given the privacy expectations of non-published customers and potential disturbance from unwelcome calls, care is taken to assure that supervisory or administrative personnel handle these cases in a confidential and sensitive manner.

Other carriers may contract with Verizon for the handling of emergency requests from their end users who are seeking to contact a Verizon non-published customer. If the carrier chooses to provide this service to its end users, Verizon provides the carrier with contact information for a central Verizon location in Pennsylvania that contacts the non-published customer when the carrier makes such a request to Verizon.⁵

Finally, InfoNXX's request that the Commission clarify that such emergency use of a non-published customer's number is "the only permissible LEC use of nonpublished numbers that are withheld from competitive DA providers," InfoNXX Petition at 6, is overbroad and should be rejected. For example, Verizon may need to contact its own customers about billing, repair, pending orders, or other product or service matters. In those instances, Verizon would use that customer's number to reach the customer. These are customer care activities that do not involve any use of the directory assistance database or directory assistance services but do include calls to the customer's non-published number. Indeed, if taken literally, adopting InfoNXX's request would have the effect of precluding Verizon from billing its customers or even routing calls to them. The Commission, therefore, should deny this request.

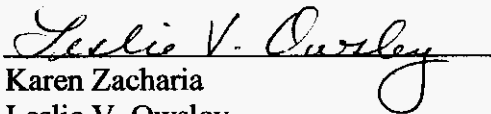
The Commission has struck a clear and appropriate balance between the interests of competitive directory assistance providers and the privacy expectations of customers. InfoNXX

⁵ See Letter from Ann Berkowitz, Verizon, to Marlene Dortch, FCC, *Provision of Directory Listing Information under the Communications Act of 1934, as Amended*, CC Docket No. 99-273, at 3 (filed Oct. 19, 2004).

has not provided any basis for upsetting that balance, and the Commission should reject its petition.

Respectfully submitted,

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November 17, 2005

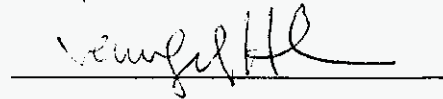
THE VERIZON TELEPHONE COMPANIES

The Verizon telephone companies are the local exchange carriers affiliated with Verizon Communications Inc. These are:

Contel of the South, Inc. d/b/a Verizon Mid-States
GTE Southwest Incorporated d/b/a Verizon Southwest
Verizon California Inc.
Verizon Delaware Inc.
Verizon Florida Inc.
Verizon Maryland Inc.
Verizon New England Inc.
Verizon New Jersey Inc.
Verizon New York Inc.
Verizon North Inc.
Verizon Northwest Inc.
Verizon Pennsylvania Inc.
Verizon South Inc.
Verizon Virginia Inc.
Verizon Washington, DC Inc.
Verizon West Coast Inc.
Verizon West Virginia Inc.

CERTIFICATE OF SERVICE

I hereby certify that, on this 17th day of November, 2005, a copy of the foregoing
"Comments of the Verizon telephone companies" was sent by first class mail, postage
prepaid, and facsimile to the persons listed below.

A handwritten signature in dark ink, appearing to read "Jennifer L. Hoh", is written over a horizontal line.

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